



Legislative Assembly for the
Australian Capital Territory

Standing Committee on Environment,
Planning, Transport and City Services

Submission Cover Sheet

Inquiry into the procurement and delivery of MyWay+

Submission number: 020

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From: LCommitteeEnvironment@parliament.act.gov.au
To: [LA Committee - Environment](#)
Subject: Inquiry submission - procurement and delivery of MyWay+- Andrew Hutt
Date: Monday, 3 February 2025 3:36:06 PM

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Please select one of these statements: I understand that the committee may publish my submission along with my name, but without my contact details, unless I request my name be withheld or my submission be confidential.

How often do you use public transport?: A few times a week

How would you rate your experience with MyWay+?: Very Dissatisfied

How do you rate the Government's MyWay+ public education campaign?: Very poor

How do you think the public launch of MyWay+ in November 2024 could have been done better?: Not launching to the public until it was extensively tested and proven to work as many would have expected. This clearly hasn't happened. This was sold as being able to use your credit card BUT that is not true as you need to link it to a MyWay account.

What issues have you experienced with the new MyWay+ system, if Positive: Managed to create a MyWay+ account and transfer money from my old card. Negatives: Station reader didn't read the QR code Logged out of the app and have never been able to get back into it - EVER! Recover password codes never come. The sheer lack of structured help information on the internet is truly hard to believe. Contacted the 13 17 10 line and I learnt that my firstname.lastname is my username and not my email address that I signed up with. Still, this information is not on the Internet as an FAQ. A total of 3 phone calls totalling 1 hour to 13 17 10 and they still can't explain why my account won't allow me to reset a password. BTW I experienced various levels of staff knowledge on each call. Long story

any?: short, I gave up on the app and bought a physical MyWay+ card so I could use my existing MyWay credit without dealing with the QR code. My experience correlates with the user tester's feedback posted here MyWay+ Megathread : r/canberra Machines at stations appear closed/out of service so unable to top up card.

Have these issues affected your confidence in any aspect of the public transport system? If so, how?:

Did you need help to set up or use

MyWay+? If you did, how helpful did you find the advice or assistance you received?:

Do you feel the MyWay+ system has improved since it was launched in November 2024?:

What improvements do you feel the MyWay+ system still needs, if any?:

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?:

Would you be like to speak to the

Yes. Given the MyWay account experience, I wonder if my personal information is safe. I'm not able to see what I'm being charged at different times. I'm not confident that it's correct.

Managed to create a MyWay+ account and transfer money from my old card. Then from there I needed to contact 13 17 10 for help. While all were respectful and patient, I received various levels of support from little knowledge to a bit more.

No

There is a testers feedback on the Reddit MyWay+ Megathread : r/canberra - a very good summary there and correlates with my experience. Other things include: Tapping off readers should show the fare charged and balance. Should beep louder to signal success. Online account needs overhaul. Proper user guides online. Machines at stations open to access top up and balance checks.

This is one of the biggest debacles that I have ever seen and it's clear that many thousands of people have been inconvenienced by this. It is truly hard to believe that, in 2024, with all the knowledge today on project and change management that this could have been delivered so poorly. Given this and the previous ACT Government (HRIMS) project failure, clearly the Barr Government can't learn lessons, lacks capability or just doesn't care. We really must get to the bottom of the procurement process, vendor selection, and management of the project to understand what went so horribly wrong.

committee
about your
experience at
a public
hearing?:

No

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Yes